

READ ALL ABOUT IT!

Healthy Way LA is becoming Medi-Cal on January 1, 2014*

** This change does not impact
Healthy Way LA Kids.*



Health Services
LOS ANGELES COUNTY

Beginning January 1, 2014, people currently enrolled with Healthy Way LA (HWLA) will become Medi-Cal patients whose health care is managed by L.A. Care or Health Net. As DHS staff, it is important that you help your patients understand the upcoming changes so they have a smooth transition and choose to stay with DHS once they become Medi-Cal Managed Care patients.

This guide will help you understand how the change from HWLA to Medi-Cal works, so that you can explain it to your patients. Additionally, your facility has designated a contact person for the change and a location where patients can go to ask questions. ***Please learn who that person is at your facility.***

HERE ARE THE TOP 3 THINGS TO TELL HWLA MEMBERS

- 1.** HWLA is becoming Medi-Cal on January 1, 2014. People currently enrolled with HWLA will become Medi-Cal patients.
- 2.** Patients can keep their current clinic. Patients should review the mail they will receive and make sure their clinic name is listed correctly on the forms.
- 3.** Medi-Cal will cover the services patients receive now. In fact, they may be able to get more services such as help for substance abuse and some dental care.

WHAT YOU NEED TO KNOW TO HELP HWLA MEMBERS

- Who in your facility is the point of contact for the change, and the location where patients can go to ask questions during regular business hours. You can also give them the pamphlet for more information or go to dhs.lacounty.gov/hwla
- Patients will get several pieces of mail about the changes beginning in October. The most important thing for them to do is to **make sure their clinic name is correct on the forms.**
 - *If their clinic name is listed correctly, there is nothing for them to do.*
 - *If their clinic name is not listed or if they would like to make a change, they should follow the instructions they receive in November.*

WHAT TO EXPECT

EARLY OCTOBER

They will get a letter about the change from HWLA and the State of California.

- *If they would like to change their clinic, or the clinic name is not listed correctly, they will need to fill out and return the form that they will receive in the mail in November.*

NOVEMBER

They will get a Medi-Cal Managed Care Plan Choice Packet from the State of California.

- *If they do not get it, call 1-800-430-4263.*
- *If they would like to change their clinic, they will need to fill out and return this form or call 1-800-430-4263.*

DECEMBER

They will get a Medi-Cal Welcome Packet, a Benefits Identification Card and a Plan Choice Reminder.

- *If they do not get this, they should contact your clinic or call 1-888-452-8609.*

JANUARY

They will get a Welcome Packet from either L.A. Care or Health Net — these are Los Angeles County's Medi-Cal health plans.

- *If they do not get this mail, they should contact your clinic or call L.A. Care at 1-888-452-2273 or Health Net at 1-800-675-6110.*

On January 1, 2014 they will automatically become a Medi-Cal patient.